Table of Contents

Objectives .................................................................................................................................. 4

Electronic Ticket Types and Carrier Displays ........................................................................ 5
  Overview .............................................................................................................................. 5
  Electronic Ticket Types ........................................................................................................ 5
  Participating Carrier Displays ............................................................................................... 6
  Ticketing/Baggage Agreements ........................................................................................... 6

Printer Profiles .................................................................................................................................. 7
  Overview .................................................................................................................................. 7
  Create Printer Profile ............................................................................................................ 7
  Additional Create Formats ................................................................................................... 9
  Designate and Undesignate Printers Using a Printer Profile ............................................... 9
  Delete Printer Profile ............................................................................................................ 9

Issue Tickets .................................................................................................................................... 10
  Overview .................................................................................................................................... 10
  Issue Ticket ........................................................................................................................... 10
  Secure Flight Inhibit Ticketing ............................................................................................ 10
  Issue Ticket with Qualifiers ................................................................................................ 11
  Waiver and Certificate Data (ARC only) ............................................................................... 13

Passenger Name Record (PNR) Changes ........................................................................ 14
  Simultaneous Changes Procedure .................................................................................... 14

Regenerate Electronic Ticket Non-flight Coupons ............................................................. 15

Form of Identification (FOID) .................................................................................................. 16
  Overview .............................................................................................................................. 16
  Enter FOID .......................................................................................................................... 16
  Important Information .......................................................................................................... 17

Future Processing Lines ........................................................................................................... 18
  Overview ................................................................................................................................ 18
  Create FP Lines .................................................................................................................... 18
  Display and Delete FP Lines .............................................................................................. 18
  Issue Ticket with FP Lines ................................................................................................. 19
Void a Ticket ............................................................................................................................ 20
Display the Void Period ........................................................................................................... 20
Void an Electronic Ticket from the Ticketing Field (*T) of the PNR ........................................ 20
Void an Electronic Ticket That Does not Appear in the *T Field ........................................... 21
Void a Paper Ticket from the *T Field of the PNR (ARC only) ................................................ 21
Void a Range of or Multiple Paper Tickets (ARC only) .......................................................... 21
Delete Accounting Line ......................................................................................................... 22
Display the Void List .............................................................................................................. 22
Ticket Display Tools ................................................................................................................ 23
Audit Trail Report ................................................................................................................... 23
Electronic Ticket Record (ETR) ............................................................................................ 23
Ticket Image Database .......................................................................................................... 24
Electronic Ticketing Errors ................................................................................................... 25
Overview ............................................................................................................................... 25
What Should I do First? ........................................................................................................ 25
ETR Fail code - Error Response, Definition/Cause/Solution .................................................. 27
Help and References .............................................................................................................. 34
Appendix ............................................................................................................................... 35
Air Extras – EMD Fulfillment ................................................................................................. 36-41
Additional References .......................................................................................................... 42
Objectives

Upon completion of this class, you will be able to:

- Define electronic ticketing
- Display information that applies to electronic ticketing carriers
- Designate printers
- Issue tickets with optional qualifiers including command priced, discount priced and infant tickets
- Regenerate non-flight coupons
- Understand the purpose of a FOID
- Know the entries to enter a FOID in the PNR
- Store ticketing instructions
- Issue a ticket from the ticketing instructions
- Void tickets and view the void list
- Display the ticket image from the various ticket databases
- Understand electronic ticketing error and how to correct them
- Use system references to find more detailed information, formats and processes
OVERVIEW

In response to IATA's goal of 100% Electronic Ticketing, the Sabre® global distribution system offers electronic ticketing on more airlines and from more cities around the world than any other system. Electronic ticketing stores passenger travel data electronically, making paper tickets unnecessary. The benefits of electronic tickets are numerous:

- Electronic ticketing eliminates the distribution and processing of flight coupons by your agency and the need for passengers to carry them.
- Electronic tickets are non-transferable.
- Eligible flight segments automatically default to electronic ticketing.
  - Agent reporting to ARC can choose to override the automatic default to electronic ticketing and issue a paper ticket if the carrier allows.

ELECTRONIC TICKET TYPES

There are three different electronic ticket types:

- **Interactive electronic tickets** – Interactive electronic ticketing establishes a communication link with carriers who are Direct Connect connectivity participants. This allows you to immediately create and update flight segments in that carrier's database. Once you create the electronic ticket, you can display it, view its history (on participating carriers), and make void entries.
  - Carriers return /E at the end of each segment to indicate that segment is eligible for electronic ticketing.
  - You can exchange, reissue, refund, and void a transaction.

- **Non-interactive electronic tickets (ARC only)** – Non-Interactive electronic ticketing is designed for those carriers that utilize teletype messages to communicate with the Sabre system. It allows you to create an initial electronic ticket sale and transmit that info to the participating carrier.
  - You must sign a contract with the carrier, which provides for direct settlement between the agency and carrier (without ARC participation) to be eligible for non-interactive electronic ticketing.
  - You must make any updates, changes, or voids directly with the carrier. You handle all refunds and exchanges directly with the carrier.
  - Credit card form of payment is required.

  **Note:** Southwest Airlines (WN) is currently the only carrier which offers travel agency non-interactive electronic ticketing.

- **Interline electronic tickets** – Interline electronic tickets are electronic tickets with two or more different airlines in the itinerary.
  - In order to issue interline electronic tickets; the airlines must have a codeshare agreement with each other. Three-way (or more) interline is acceptable, provided the validating carrier has agreements with all carriers in the itinerary.
  - Only those airlines listed in the interline section of the carrier profile table are able to be included on the interline electronic ticket. In addition, the /E tag is mandatory for all flight segments eligible for interline electronic ticketing.

  **Note:** See the Format Finder help system for important information on each electronic ticketing type.
**PARTICIPATING CARRIER DISPLAYS**

<table>
<thead>
<tr>
<th>Display list of all electronic ticket participating carriers</th>
<th>WETPL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display list of electronic ticket participating carriers for</td>
<td></td>
</tr>
<tr>
<td>• ARC locations</td>
<td>W/VC*</td>
</tr>
<tr>
<td>• BSP locations</td>
<td>W/BSP(country code)*</td>
</tr>
<tr>
<td><strong>Note:</strong> The table at the bottom of the display lists the carriers that participate in electronic ticketing in your country.</td>
<td>W/BSPTC*</td>
</tr>
<tr>
<td>Display the attributes and restrictions of a specific carrier's electronic ticketing profile</td>
<td>WETP*(carrier code)</td>
</tr>
<tr>
<td></td>
<td>WETP*AZ</td>
</tr>
</tbody>
</table>

**TICKETING/BAGGAGE AGREEMENTS**

| You can display ticketing and baggage agreements between carriers. This information is helpful when a passenger travels on two or more carriers in one trip and you need to know if you can combine all segments in one ticket and/or that the baggage transfers from one airline to another. |       |
| Use the ticket and baggage agreement to determine: |       |
| • all the airlines with whom a particular airline has a ticket and/or baggage agreement. |       |
| • all airlines that offer a ticket and/or baggage agreement to a particular airline. |       |
| **Use the formats to display ticketing and baggage agreements as a guideline only.** Verify the ticketing or baggage agreement directly with the carrier as necessary. |       |
| Display ticket/baggage agreements, carrier code to carrier code | W/*(validating carrier code)*$(second carrier code) |
|                                                           | W/*DL*AA |
| Display ticket/baggage agreements, carrier code to carrier name | W/*(validating carrier code)*$-AL(second carrier name) |
|                                                           | W/*BA-AL AIR FRANCE |
| Display ticket/baggage agreements, carrier name to carrier name | W/-AL(validating carrier name)*-AL(second carrier name) |
|                                                           | W/-ALDELTA-ALKIWI |
| Display ticket/baggage agreements, carrier name to carrier code | W/-AL(validating carrier name)*$(second carrier code) |
|                                                           | W/-ALAMERICAN*LH |
| Display existing ticket/baggage agreements between one carrier and all other carriers | W/*(validating carrier code)*ALL |
|                                                           | W/*QF*ALL |
| Display existing ticket/baggage agreements between all carriers and one carrier | W/*(validating carrier code)*NALL |
|                                                           | W/*LR*NALL |
| System response - **when a ticketing and/or baggage agreement exists with the second carrier:** |       |
| W/*DL*CX DELTA AIR LINES INC/DELTA AIR LINES INC. MAY ISSUE TICKETS INCLUDING CX-160 CATHAY PACIFIC AIRWAYS/CATHAY PACIFIC AIRWAYS LTD MAY CHECK BAGGAGE TO CX |       |
| System response - **when no ticketing and/or baggage agreement exists with the second carrier:** |       |
| W/*F9*AL SILK AIR F9-422 FRONTIER AIRLINES/FRONTIER AIRLINES INC. CANNOT ISSUE TKT-NO AGREEMENT ON FILE NS- SILK ROUTE AIRWAYS/SILK ROUTE AIRWAYS CANNOT CHECK BAGGAGE NO AGREEMENT ON FILE NS |       |
| • **You cannot** issue a ticket if the validating carrier has not filed a ticketing and/or baggage agreement with the Sabre system. |       |
| • **You cannot** issue a ticket if the validating carrier does not show a ticket/baggage agreement with one or more carriers in the itinerary. |       |
OVERVIEW

A printer profile record (PPR) enables you to store the designation information of multiple printers for all work areas of all computers in your agency. Making use of a printer profile record has several features and benefits:

- You can designate your printers with a single entry against the information in the printer profile record.
- Invoice/itinerary printers that have the keyword DUALHI allow you to use the same printer address for both hardcopy and invoice/itinerary printing functions.
- Each pseudo city code can have up to ten printer profile records.
- You can also create and update a printer profile for a branch pseudo city code.

You cannot use printer profiles with Satellite Ticket Printers (STP).

Note: To create and delete printer profiles, your Employee Profile Record security feature must contain the keyword of SUBMGR.

CREATE PRINTER PROFILE

1. Enter the build mode for printer profiles.  
   **Note:** You must be in full screen mode.

2. To tell the system what types of printers you use in your office
   - Type the number 1 and press Enter.

3. Place an X in the bracket of each desired printer function
   - Type an X in the END field and press Enter
   **Note:** This example shows how to set up hard copy, ATB ticket and invoice/itinerary printers. Select the hard copy, ATB printer and invoice/itinerary printer as shown, and then enter the same printer line address for both hard copy and invoice/itinerary printer types in Step 5 below.

<table>
<thead>
<tr>
<th>DESIGNATION CODE</th>
<th>PRINTER TYPES</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;X&gt; PTR/</td>
<td>HARDCOPY</td>
</tr>
<tr>
<td>&lt;X&gt; W*&lt;AB&gt;</td>
<td>TICKET</td>
</tr>
<tr>
<td>&lt; &gt; W*&lt; &gt;</td>
<td>SECONDARY TICKET</td>
</tr>
<tr>
<td>&lt; &gt; GYLN</td>
<td>BOARDING PASS PRINTER</td>
</tr>
<tr>
<td>&lt; &gt; GYAB</td>
<td>ATB BOARDING PASS ONLY</td>
</tr>
<tr>
<td>&lt; &gt; GYAT</td>
<td>ATB 2 BOARDING PASS ONLY</td>
</tr>
<tr>
<td>&lt; &gt; RP1</td>
<td>REMOTE PRINTER</td>
</tr>
<tr>
<td>&lt; &gt; RP2</td>
<td>SECOND REMOTE PRINTER</td>
</tr>
<tr>
<td>&lt;X&gt; DSIV</td>
<td>INVOICE/ITINERARY</td>
</tr>
<tr>
<td>&lt; &gt; DSRF</td>
<td>ARC/BSP REPORTS</td>
</tr>
<tr>
<td>&lt; &gt; DSLB</td>
<td>LISTS/LABELS</td>
</tr>
<tr>
<td>&lt; &gt; DSIM</td>
<td>MINI ITINERARY</td>
</tr>
<tr>
<td>&lt;X&gt; END</td>
<td>&lt; &gt; IGNORE</td>
</tr>
</tbody>
</table>
4. To assign printer line addresses to the printer types you have created
   • Type the number 2 and press Enter

5. Type the printer line address in the bracket marked LNIATA.
   • Type an X in the IN USE bracket and an X in each work area where you want the printer designated.
     – Do this for each printer type you want to assign with this printer profile.
   • Type an X in the END box and press Enter.

Agencies reporting to BSPs:
As part of the BSP 100% Electronic Ticketing (ET) initiative, Sabre Travel Network® has enhanced the printer profile so that you may assign the ET Only Printer Bypass function within the printer profile.

To assign the printer for ET Only Printer Bypass functionality:
   • Enter *ETKT* as the line address
   • Type an X in the IN USE bracket and an X in each work area where you want the printer designated.
   • Type an X in the END box and press Enter.

Note: ET Only Printer Bypass is not applicable to Non-Interactive Electronic Ticketing which requires direct assignment to a physical printer line address. Southwest Airlines is currently the only carrier to offer Non-Interactive Electronic ticketing. You must ticket Southwest Airlines using Total Electronic Office (GHSTPR) procedures.

See the Electronic Ticket Only Printer Bypass and Ghost Printer Procedures quick references on Agency eServices or the Format Finder help system for more information.

6. To complete the build process
   • Type the number 4 and press Enter.
## ADDITIONAL CREATE FORMATS

<table>
<thead>
<tr>
<th>Operation</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Go directly to update printer types</td>
<td>PPT</td>
</tr>
<tr>
<td>Create a printer profile for a branch location</td>
<td>PPB/(branch pseudo city code)</td>
</tr>
<tr>
<td></td>
<td>PPB/KK11</td>
</tr>
<tr>
<td>Go directly to update a branch printer types</td>
<td>PPT/(branch pseudo city code)</td>
</tr>
<tr>
<td></td>
<td>PPT/KK11</td>
</tr>
<tr>
<td>Go directly to update a specific profile</td>
<td>PPB(profile number)</td>
</tr>
<tr>
<td></td>
<td>PPB1</td>
</tr>
<tr>
<td>Go directly to update a specific branch profile</td>
<td>PPB(profile number)/(branch pseudo city code)</td>
</tr>
<tr>
<td></td>
<td>PPB1/ KK11</td>
</tr>
<tr>
<td>Redisplay the last mask if your screen is cleared</td>
<td>PPR</td>
</tr>
</tbody>
</table>

## DISPLAY, DESIGNATE/UNDESIGNATE PRINTERS USING A PRINTER PROFILE

<table>
<thead>
<tr>
<th>Operation</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display printer profile list</td>
<td>PP*</td>
</tr>
<tr>
<td>Display printer profile list for a branch location</td>
<td>PP*(branch pseudo city code)</td>
</tr>
<tr>
<td></td>
<td>PP*KK11</td>
</tr>
<tr>
<td>Display a specific printer profile</td>
<td>PP*(printer profile number)</td>
</tr>
<tr>
<td></td>
<td>PP*2</td>
</tr>
<tr>
<td>Display a specific printer profile for a branch location</td>
<td>PP*(printer profile number)/(branch pseudo city code)</td>
</tr>
<tr>
<td></td>
<td>PP*2/KK11</td>
</tr>
<tr>
<td>Display list of printer types selected for profile</td>
<td>PPT</td>
</tr>
<tr>
<td>Designate printers using a specific printer profile</td>
<td>PPS(printer profile number)</td>
</tr>
<tr>
<td></td>
<td>PPS1</td>
</tr>
<tr>
<td>Verify printer designations and functions in all work areas of your computer</td>
<td><em>S</em>P</td>
</tr>
<tr>
<td>Note: &quot;ETKT&quot; replaces the printer line address when you use the ET Only Printer Bypass entry to assign your ticket printer:</td>
<td></td>
</tr>
<tr>
<td>50T0.50T0*AKP..A</td>
<td></td>
</tr>
<tr>
<td>ACTIVE AGENT - KA PHILMAN - 0930</td>
<td></td>
</tr>
<tr>
<td>H1-CC19A8 AT T-ETKT* B-D929DC I-CC19A8</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Undesignate assigned printer profile</td>
<td>PPO</td>
</tr>
</tbody>
</table>

## DELETE PRINTER PROFILE

<table>
<thead>
<tr>
<th>Operation</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delete a printer profile</td>
<td>PP(profile number)*DELETE</td>
</tr>
<tr>
<td></td>
<td>PP1*DELETE</td>
</tr>
<tr>
<td>Delete a branch printer profile</td>
<td>PP(profile number)*DELETE/(branch pseudo city code)</td>
</tr>
<tr>
<td></td>
<td>PP1*DELETE/KK111</td>
</tr>
</tbody>
</table>
OVERVIEW

You can add many other qualifiers to your ticketing entry to produce the type of ticket you desire. You can add qualifiers in any order by separating each with a cross of Lorraine (¥). For example, W¥KP¥FCASH¥N1.1¥S2/3¥DP.

- Exceptions: ¥PQ or ¥T qualifiers must be first, ¥DP qualifier must be last
- You can include most of the qualifiers listed below in your PQ record. Exceptions are PQ and Phase IV qualifiers.

See the Format FinderSM help system for a complete list of ticketing qualifiers.

ISSUE TICKET FORMAT

<table>
<thead>
<tr>
<th>ISSUE TICKET</th>
<th>FORMAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue ticket</td>
<td>W¥</td>
</tr>
</tbody>
</table>

Note: The Sabre system defaults to issuing a ticket at the lowest applicable full adult fare for all passengers in the record.

SECURE FLIGHT INHIBIT TICKETING

From 15th September 2010 onwards a number of US based and non-US based carriers intend to introduce secure flight validation within their own PNR & Electronic Ticketing databases.

If a carrier performing their own secure flight validation deems that a PNR is not compliant with their secure flight requirements then they will reject ticket issuance and return an error message:

UNABLE TO PROCESS ETR-CORRECT/RETRY OR ISSUE PAPER TICKET-800
Passenger Security Identification Missing/Incomplete

To issue the ticket you can:

- Add SFPD using the SSR DOCS for those passengers and segments missing the data, end transaction and then re-enter the ticket command
- Re-enter the ticket command for only the passenger(s) and/or segment(s) for which SFPD exists
- Contact the airline directly and provide the SFPD, after which re-enter the ticketing entry

Starting Oct 15, 2010, these carriers may or may not elect to also participate in a GDS Inhibit Ticketing optional service through the Sabre system. At the time of ticketing, Sabre's ticketing system validates that SFPD is present in the PNR for each carrier in the itinerary that activates this service. If SFPD is not present for the passenger(s)/segment(s) being ticketed the system returns an error response:

PASSENGER SECURITY DATA REQUIRED PLEASE UPDATE AND RETRY

To issue the ticket you can:

- Add SFPD using the SSR DOCS for those passengers and segments missing the data, end transaction and then re-enter the ticket command
- Re-enter the ticket command for only the passenger(s) and/or segment(s) for which SFPD exists

Note: The Sabre system cannot guarantee the validation checks ensure the issuance of a ticket. The validating carrier is the final arbiter in all instances. If the validating carrier deems that SFPD is not present and/or correct then they will reject ticket issuance. See the Secure Flight quick reference for more information.
<table>
<thead>
<tr>
<th>ISSUE TICKET WITH QUALIFIERS</th>
<th>FORMAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue ticket from a price quote record</td>
<td>W¥PQ(record number)</td>
</tr>
<tr>
<td>Issue ticket from a price quote record and/or name select</td>
<td>W¥PQ(record number)N(name number)</td>
</tr>
<tr>
<td>Issue ticket from a phase IV ticket record</td>
<td>W¥T</td>
</tr>
<tr>
<td>Issue ticket with phase IV ticket record and/or name select</td>
<td>W¥T(ticket record number)N(name number)</td>
</tr>
<tr>
<td>Issue ticket with commission percent or amount</td>
<td>W¥KP(percent) or W¥K(amount)</td>
</tr>
<tr>
<td>Issue ticket and invoice/itinerary document</td>
<td>W¥DP</td>
</tr>
<tr>
<td><strong>Note:</strong> Do not add ¥DP if you are collecting a service fee.</td>
<td></td>
</tr>
<tr>
<td>Issue ticket with hemisphere and journey codes ([BSP Canada only)]</td>
<td>W¥H(hemisphere code)¥J(journey code)</td>
</tr>
<tr>
<td>Issue ticket with validating carrier (required for BSPs other than Canada/Bermuda)</td>
<td>W¥A(carrier code)</td>
</tr>
<tr>
<td>Issue ticket with baggage allowance (required for BSPs other than Canada/Bermuda, except when using PQ record)</td>
<td>W¥BA*(baggage allowance code)</td>
</tr>
<tr>
<td>Issue ticket with baggage allowance for specific segments</td>
<td>W¥BA1-2<em>02P¥BA3-4</em>66L</td>
</tr>
<tr>
<td>Issue ticket for specific name</td>
<td>W¥N(name item number)</td>
</tr>
<tr>
<td>Issue ticket for specific segment</td>
<td>W¥S(segment number)</td>
</tr>
<tr>
<td>Issue ticket for multiple passengers with multiple passenger type codes</td>
<td>W¥P(number of passengers)(passenger type code)(number of passengers)(passenger type code)</td>
</tr>
<tr>
<td><strong>Note:</strong> See Format Finder online help system for complete list of passenger type codes.</td>
<td>W¥P2ADT/2INF</td>
</tr>
<tr>
<td>Issue ticket with cash or check form of payment</td>
<td>W¥FCASH or W¥FCHECK or W¥FCK</td>
</tr>
<tr>
<td>Issue ticket with credit card form of payment</td>
<td>W¥F*(two-letter credit card code and number)(expiration month and year)</td>
</tr>
<tr>
<td><strong>Note:</strong> Agencies in the United States, Puerto Rico, and the U.S. Virgin Islands should see the Format Finder online help system for information on the Automated Address Verification System (AVS).</td>
<td>W¥F*VI4367890123456789/1204</td>
</tr>
</tbody>
</table>
**ISSUE TICKET WITH QUALIFIERS**

<table>
<thead>
<tr>
<th>Format</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>W¥Q(fare basis code)</td>
<td>Issue ticket forcing a fare basis code (3.5/command ticketing)</td>
</tr>
<tr>
<td>W¥QKE7X236N</td>
<td>ISSUE TICKET WITH QUALIFIERS FORMAT</td>
</tr>
</tbody>
</table>

Ticket designator definitions for 3.75/discount ticketing formats shown below:

- **Input ticket designator** (also known as record 8 qualifying or functional designator) - A ticket designator filed by the carrier through ATPCo, SITA, or Private Fares.
  - Input ticket designators drive automated discount pricing.
- **Output ticket designator** (also known as resulting or non-functional designator) - Output ticket designators are those designators that do not drive any fare discount.
  - Use output designators for authorization or audit purposes (display only), as the system appends these designators to the fare basis code in pricing and ticketing.

Issue ticket forcing a fare basis code (3.75/discount ticketing) and add an input ticket designator which applies a discount to all itinerary segments:

W¥Q(fare basis code)((input ticket designator)

W¥QKE7X236N/AD10

Issue ticket forcing a different fare basis codes on each segment and add input ticket designators which applies a discount to all itinerary segments (3.75/discount ticketing):

W¥S(segment number)*Q(fare basis code)((input ticket designator)

W¥S1*QKE7X236N/AD75¥S2*QKWE7X236N/AD75

**Note:** Verify your fare results, as the system does not return an error response if it does not find a match for the input ticket designator. Instead, the system returns the lowest available fare. If the system does create a discount using the ticket designator, but there is a non-discounted fare that is lower, the system returns the lower fare.

Issue ticket with discount percentage or amount (3.75/discount ticketing):

W¥Q//D(P for percent or A for amount)(discount percent or amount)(validating carrier)

W¥Q/DA100.00¥AQF

**Note:** When applying a manual discount percentage or amount without ticket designator, the system no longer assumes ticket designator DISC. You must include the appropriate output ticket designator for the fare, as applicable.

Issue ticket with discount percentage or amount and force both specific fare basis code and output ticket designator (3.75/discount ticketing):

W¥Q(fare basis code)//D(P for percent or A for amount)(discount percent or amount)-(output ticket designator)¥A(validating carrier)

W¥QKE7X236N//DP20-PW370¥AAF

Issue ticket with an output ticket designator that does not give a discount (3.75/discount ticketing):

W¥Q/DP0-(output ticket designator)

W¥Q/DP0-TC078

Issue ticket with tour code:

W¥U(tour code)

W¥U123456

**Note:** maximum 14 (OPTAT) or 15 (ATB) characters.

Issue ticket with tour code and inhibit the letters IT from printing:

W¥UN*(tour code number)

W¥UN*123456
## Issue Ticket with Qualifiers

| Issue ticket, override system endorsement and add your own endorsement | W#EO/(endorsement text)  
| W#EO/ticket refundable to issuing agent only |

**Note:** Maximum 51 characters. Adding this endorsement is considered an agent-priced ticket, guaranteed fares do **not** apply.

| Issue ticket and add your own endorsement to the existing system endorsements | W#ED(endorsement text)  
| W#ED/refund issuing agent only |

**Note:** System endorsements print on the ticket before any manual endorsements. If the combined character count exceeds the maximum, your endorsement does **not** fully print.

| Add vendor and product number to a non-interactive electronic ticket (ARC only) | W#ETR¥V-(vendor number or code)¥P-(product number or code)  
| W#ETR¥V-12345¥/P-23432 |

| Issue a **paper** ticket when default is automatic electronic ticketing (ARC only) | W¥XETR |

**Note:** A paper ticket surcharge may apply to the ticket total if the carrier has filed this surcharge with Airline Tariff Publishing Company (ATPCO)

## Waiver and Certificate Data (ARC Only)

| Issue ticket and include waiver data | W¥(other ticketing qualifiers)¥WV(special character)(waiver data code)(waiver data)(special character)  
| W¥FCASH¥WV*WV123456789012345* |

The special character precedes and follows the waiver data code. Acceptable special characters are:
- / (slash)
- * (asterisk)
- - (dash)
- , (comma)

| Issue ticket and include certificate data | W¥(other ticketing qualifiers)¥CT(special character)CE(certificate number)(special character)  
| W¥FCASH¥CT/CE0123456789012/ |

**Note:** acceptable special characters are the same as those used for waiver data (/ * - ,)
**PASSENGER NAME RECORD (PNR) CHANGES**

When you issue a ticket, the system updates the ticketing field (*T) and adds an accounting data field to the PNR.

The ticketing field (*T) updates to display the following information:

*T
1.T-10FEB-C6E1*AET
2.TK 0254692507094-AT SMITH/J C6E1*AET 2332/8FEB

Line 1: Date ticket issued (T-10FEB); agent’s pseudo city code (C6E1); agent’s initials (*AET)
Line 2: TK (TK = Paper ticket, TE = electronic ticket); ticket number, including 3 digit airline code (0254692507094); ticket type (-AT = ATB stock, XX = country/ticket code for OPTAT stock); passenger name (SMITH/J); agent’s pseudo city code (C6E1); agent’s initials (*AET); local time and date of issue (2332/8FEB); Tariff basis (I for International or D for Domestic flights)

An accounting line for is added each ticket issued:

ACCOUNTING DATA
1. BA¥4692507094/ ¥38.78/ ¥554.00/ ¥34.20/ONE/CA ¥1.1SMITH J MR/1/F

- BA - Validating carrier
- 4692507094 - Ticket number (no 3 digit airline code)
- 38.78 - Commission amount
- 554.00 - Total base fare
- 34.20 - Total taxes
- ONE - Fare application. ONE = total amount for 1 passenger
- CA - Form of payment. CA = cash or cheque, CC = credit card. (If ONE above, name and reference given)
- 1 - Number of documents issued for this accounting line
- F - Tariff basis: D = Domestic, F = Foreign, T = Transborder

**Note:** You must end the PNR after issuing a ticket.

**SIMULTANEOUS CHANGES PROCEDURE**

When ticketing a PNR, you can receive a warning message to advise you that a system update is already in progress: 

SIMULTANEOUS CHANGES TO PNR – IGNORE

This error response means a system update or an incoming message from the airline; for example, the airline has returned a seat request. If you receive the warning message, you must ignore the record.

Follow the procedures below to avoid problems with the PNR and ticket message generation between the Sabre system and the carrier’s system.

1. Review your agency audit trail (DQB*), the ticketing field (*T), and/or the history of the ticketing field (*HT) of that PNR to determine if the ticketing format was accepted and a ticket message was generated between the systems.

   *HT
   AT W¥FCASH¥AEK¥KP7¥BA¥20K
   SYS SYS WPB 0635/10NOV07
   - The example above with the letters SYSSYS should alert you that the ticket number you have issued failed to be sent to the airline. Follow up directly with the airline.

2. When you are issuing a ticket with a credit card form of payment and you receive the simultaneous changes response, the system accesses the credit card approval package and deducts the transaction amount from the available floor limit. Before you ignore and retrieve the PNR, **note the credit card approval code in the remarks.** Use the manual (F*Z) credit card approval format when you try to ticket again, to avoid accessing credit unnecessarily.

3. When you make a ticketing entry and the ticket actually prints but the simultaneous changes response appears, the system does not immediately update the *T field. **If the system was able to retain the data, it updates the *T field with the ticket information approximately 15 minutes after the simultaneous changes occurred,** however, this does not produce an invoice.
Simultaneous changes affect other PNR items:

- The system removes the automated accounting line. You must manually add an accounting line to be able to invoice the ticket.
- The *T field of the PNR is not always updated and may not reflect the ticket number. The electronic ticket is valid and active in the carrier's system.
  - You may display the audit trail (DQB*) to obtain the electronic ticket number.
  - You may also enter WETR*T(13 digit ticket number) to verify that the status of the ticket is open.

### Regenerate Electronic Ticket Format

**Non-flight coupons**

<table>
<thead>
<tr>
<th>Operation</th>
<th>Command Format</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regenerate the non-flight coupons (agent coupon, passenger receipt and charge form if applicable)</td>
<td>W#RG(13-digit ticket number)#(coupon code)</td>
</tr>
<tr>
<td>Regenerate passenger receipt only</td>
<td>W#RG(13-digit ticket number)#RR</td>
</tr>
</tbody>
</table>

- **ARC agencies can regenerate ETR documents within 31 days of the original issue.**
- **You cannot regenerate from past date segments or a voided ETR, so it is important to reconcile your audit trail report on a daily basis.**
  - On the audit trail report, the letter R in the action indicator (ACT IND) column indicates regeneration.
- **When you regenerate the ETR non-flight coupons, the system:**
  - Does not generate a new ticket number. The ticket number should already be in an accounting line in the PNR.
  - Does not add any new item to the *T field in the PNR.
  - Does not update the accounting line data.
  - Does not request a credit card authorization. If the original ticketing entry contained a manual approval code, you must repeat it in the coupon regeneration entry. If you do not enter an approval code, the system searches the field remarks in the PNR for the first XXAUTH/1234 and prints it on the regenerated coupons.
- **You can only regenerate one ticket at a time.** If the PNR contains multiple names, you must name select and end transaction after each regeneration. You can regenerate a single document (example -#RR for passenger receipt only), or multiple documents (example- #RE for non-flight coupons). All the documents pertain to the same ticket.
- The only edits the system makes are to verify that the ticket number in the RG entry is on the audit trail and that the fare associated with it matches the fare amount of the document you want to regenerate.
- For conjunctive tickets, use only the first ticket number.
- If you make the regeneration entry on the day following the original ticket issue, the new date prints on the regenerated coupons instead of the original ticket issue date.
- When you use a ghost printer in the ticketing regeneration, all documents go to the ghost printer.
- You cannot create/build an FP or F¥ line to regenerate an electronic ticket.
OVERVIEW

Many international airlines require a form of identification (FOID) to be present in the PNR before you can issue an electronic ticket. You enter the FOID in a Special Service Request (SSR) field. **At check-in time, the passenger must present the same FOID as that in the PNR.**

- CC - credit card
- FF - frequent flyer number
- PP - passport
- DL - drivers license
- NI - national identity
- TN - ticket number
- ID - locally defined ID number
- CN - confirmation number or record locator

ENTER FOID

<table>
<thead>
<tr>
<th>Enter credit card as FOID</th>
<th>3FOID/CC(credit card code and number)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3FOID/CCAX32165498704356</td>
</tr>
<tr>
<td>Enter frequent flyer number as FOID</td>
<td>3FOID/FF(carrier code and frequent flyer number)</td>
</tr>
<tr>
<td></td>
<td>3FOID/FFSKEBS12346789012345</td>
</tr>
<tr>
<td>Enter passport as FOID</td>
<td>3FOID/PP(country code and passport number)</td>
</tr>
<tr>
<td></td>
<td>3FOID/PPHK1234567890123</td>
</tr>
</tbody>
</table>

**Note:** For CC, FF, and PP FOID types, the free text area following 3FOID/ must not exceed 29 alphanumeric characters, including the two-character code for ID type; all other FOID types must not exceed 27 alphanumeric characters.

<table>
<thead>
<tr>
<th>Enter Bankcode as FOID (for Germany)</th>
<th>3FOID/CCBK(bank routing number- Bankleitzahl)(account number-Kontonummer)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3FOID/CCBK21111111100222222222</td>
</tr>
</tbody>
</table>

**Note:** BK must be a Eurocheck card. The number following BK must be 18 digits. Insert zeroes between the routing number and the account number if the number is less than 18 digits.

<table>
<thead>
<tr>
<th>Enter driver's license as FOID</th>
<th>3FOID/DL(license number)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3FOID/DL12345678912</td>
</tr>
<tr>
<td>Enter national identity as FOID</td>
<td>3FOID/NI(national identity)</td>
</tr>
<tr>
<td></td>
<td>3FOID/NI1212121212123456</td>
</tr>
<tr>
<td>Enter ticket number as FOID</td>
<td>3FOID/TN(ticket number)</td>
</tr>
<tr>
<td></td>
<td>3FOID/TN1234567891011</td>
</tr>
<tr>
<td>Enter locally defined ID number as FOID</td>
<td>3FOID/ID(locally defined ID number)</td>
</tr>
<tr>
<td></td>
<td>3FOID/ID9876543210234</td>
</tr>
<tr>
<td>Enter confirmation number as FOID</td>
<td>3FOID/CN(confirm number or record locator)</td>
</tr>
<tr>
<td></td>
<td>3FOID/CN654321098</td>
</tr>
<tr>
<td></td>
<td>3FOID/CNRTPOKL</td>
</tr>
</tbody>
</table>

| Enter FOID with name select         | 3FOID/(FOID type)(FOID alphanumeric)-(name number) |
|                                     | 3FOID/FFSKEBB54321098765432-2.3                |

**Note:** If you do not use a name number with the FOID it automatically defaults to name number 1.1

<table>
<thead>
<tr>
<th>Enter FOID with segment select</th>
<th>3FOID(segment number)/(FOID type)(FOID alphanumeric)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3FOID2/CCAX123456789012345</td>
</tr>
</tbody>
</table>
IMPORTANT INFORMATION

The airport ticket office issues the passenger a paper ticket if the passenger does not present the proper FOID.

Multiple passengers booked in the same PNR must check in together, using the specified FOID.

You can issue electronic tickets for children and/or infants, traveling with an adult or booked separately. Children and infants without an individual FOID should never use the automatic check-in process.

The information on these pages is general information. Each airline has its own rules regarding what FOIDs are acceptable. See Format Finder topic page tktfo850 for more detailed FOID information.
**OVERVIEW**

FP lines are used to store ticketing instructions in a PNR for ticketing at a later time.

**Notes:**
- The itinerary may not exceed 24 air segments or 99 passengers
- The maximum number of FP lines is 99 with a maximum of 200 characters per line, including spaces
- FP lines are retained in the Ticketing Instructions field of the PNR and show as W¥ while awaiting ticketing
- Each FP line entered produces a separate ticket
- If a passenger type is not present in your ticketing entry, all names are ticketed as designated by the default in your Travel Journal Record security, or as adults if no passenger type default has been selected
- FP lines are automatically deleted if the PNR undergoes a name change, reduction in party, itinerary change, or if a PNR is divided. Adding a surface segment (ARNK) or altering an auxiliary segment will not delete the FP line

**CREATE FP LINES**

Add future processing (FP) line to a PNR and include a PQ record

FPPQ(PQ record number)

**FPPQ1**

Add future processing (FP) line to a PNR

FP(name number)¥(segment number)¥(validating carrier)

**FPN1.1¥S1/4¥ALH**

Secondary action codes may be used in FP lines when separated by a cross of Lorraine (¥). Some secondary action codes are:

- **N** – name selection
- **S** – segment selection
- **F** – form of payment
- **P** – passenger type
- **A** – validating carrier override
- **K** – commission
- **Q** – command pricing (Phase 3.5)
- **BA** – baggage allowance
- **ED** – endorsement box
- **EO** – override system endorsement
- **U** – tour order number
- **T** – Phase IV ticketing record indicator
- **H** – hemisphere code – for Canadian customers
- **J** – journey code – for Canadian customers
- **R** – bankers’ selling rate (BSR) override
- **TX** – tax override
- **TE** – exempt tax
- **PO** – airline data box override
- **O** – stopover – fare break point
- **X** – connection indicator

**DISPLAY AND DELETE FP LINES**

Display FP line:

*PF

*PF

**TEXT INSTRUCTIONS**

W0N1.1YAHFV53YFEFCCAX371566395411003/0407WK0.00YET4011
141994440/1/23MAY05PXKXW1YETR

Delete a specific FP line

FP(line number)¤

**FP4¤**

Delete all FP lines:

**FP¤**

*Note: The system does not retain FP lines in the history of a PNR.*
<table>
<thead>
<tr>
<th>Issue ticket with FP line select</th>
<th>W#L(FP line number)</th>
</tr>
</thead>
<tbody>
<tr>
<td>W#L1</td>
<td></td>
</tr>
<tr>
<td>Issue ticket with range of FP lines</td>
<td>W#L(FP line number)/(FP line number)-(FP line number)</td>
</tr>
<tr>
<td>W#L1/3-5</td>
<td></td>
</tr>
<tr>
<td>Issue ticket with FP line select and name select</td>
<td>W#L(FP line number)*N(name number)</td>
</tr>
<tr>
<td>W#L1*N2.1</td>
<td></td>
</tr>
</tbody>
</table>
DISPLAY THE VOID PERIOD

Use these formats to display a listing of ticket void periods by country.

Display void period table (1W is the code for the Sabre system)  W/VP1W*

Note: Defaults to your country's voiding table for a specific year. If the option does not exist for a country, the system responds with: VOIDING PERIODS NOT FOUND - CHECK VOID OPTION-0835

There is no void period table for ARC. ARC agencies should refer to N*/ARC VOID PERIOD for complete details.

Display void period table by country  W/BSP(country code)/1W/VP*

Note: Display responses and error response are the same as above.

Display history of a void period table by country  W/BSP(country code)/1W/VP*H

VOID AN ELECTRONIC TICKET FROM THE TICKETING FIELD (*T) OF THE PNR

The entry is valid for interactive electronic ticketing when the e-ticket flight coupon status field shows open for all segments. The system voids all open flight coupons.

- These formats are not valid for non-interactive carriers.
- You can use these formats to void an e-ticket issued in an exchange transaction if allowed by the carrier as shown in the e-ticketing profile (WETP*(carrier code)) in the CANCEL REFUND/VOID EXCH field. Note: Verify with the airline if a penalty applies.
- You cannot reverse a void transaction. If you void a ticket in error, you must issue a new ticket. Because you cannot reverse the transaction, the system asks you to make the void entry twice, to ensure that you really want to void the ticket.

1. Display PNR  *JBSQLD or -*CHANG

2. Display ticketing field  *T

Note: TE followed by the ticket number is an electronic ticket.

3. Display electronic ticket record to verify the coupon status is open  WETR*(line number of ticket under the *T display)

4. Void ticket  WETR*3

5. Repeat the void entry  WV(line number of ticket under the *T display)

6. End the record  WV3 or press Re-Enter  E
**VOID AN ELECTRONIC TICKET THAT DOES NOT APPEAR IN THE ‘T FIELD**

1. Display PNR  
   
2. Display electronic ticket record  
   
   **WETR*T(13-digit ticket number)**  
   
   \*JBSQLD or \*-CHANG  
   
   **Note:** Verify all coupons are open prior to voiding the transaction.  
   
3. Void ticket  
   
   **WETRV**  
   
4. Repeat the void entry  
   
   **WETRV** or press Re-Enter  
   
5. End the record  
   
   **E**

**VOID A PAPER TICKET FROM THE ‘T FIELD OF THE PNR (ARC ONLY)**

Use these formats to void a paper ticket or any miscellaneous ticket documents (MTD).

- You must void tickets within the ARC/BSP approved guidelines of your country.
- You must void a ticket within the appropriate reporting period. The system displays an error response if you try to void a ticket outside the reporting period.
- You cannot reverse a void transaction. If you void a ticket in error, you must issue a new ticket. Because you cannot reverse the transaction, the system asks you to make the void entry twice, to ensure that you really want to void the ticket.
- You must void tickets in the same pseudo city code, which issued the tickets.

1. Display PNR  
   
   **\*JBSQLD or \*-CHANG**  
   
2. Display ticketing field  
   
   **\*T**  
   
   **Note:** TK followed by the ticket number is a paper ticket.  
   
3. Void ticket  
   
   **WV** (line number of ticket under the \*T display)  
   
   **WV3**  
   
4. Repeat the void entry  
   
   **WV** (line number of ticket under the \*T display)  
   
   **WV3** or press Re-Enter  
   
5. End the record  
   
   **E**

**VOID A RANGE OF OR MULTIPLE PAPER TICKETS (ARC ONLY)**

1. Display PNR  
   
   **\*JBSQLD or \*-CHANG**  
   
2. Display ticketing field  
   
   **\*T**  
   
3. Void range of paper tickets  
   
   **WV** (line number of ticket under the \*T display)-(line number of ticket under the \*T display)  
   
   **WV3-5**  
   
   Void multiple paper tickets (non-sequential)  
   
   **WV** (line number of ticket under the \*T display)/(line number of ticket under the \*T display)  
   
   **WV2/4**  
   
4. Repeat the void entry  
   
   **WV** (line number of ticket under the \*T display)- or /(line number of ticket under the \*T display)  
   
   **WV3-5 or WV2/4 or press Re-Enter**  
   
5. End the record  
   
   **E**
DELETE ACCOUNTING LINE

Once you have voided the ticket, remember to delete the associated accounting line so your accounting system is correct.

1. Display the accounting lines
   *PAC

2. Delete the associated accounting line
   ACr(accounting line number)
   ACr1
   ACr1-3
   ACrALL

DISPLAY THE VOID LIST

Use this format to display a list of voided transactions for the current or previous month.

- The first void transaction each month opens the current month and moves the original data into the previous month record.
  - The system deletes the old data from the previous month.

Note: For ARC agents, the void list contains all voids except ATCX spoiled stock transactions. Agents who report to BSP Germany may also print the list of voided transactions for the current or previous month. See Format Finder for more information.

Display void list for current month
WV*

Display void list for last month
WV*1

Display ETR voids only for the current month
WV*ET

Display ETR voids for the previous month
WV*1/ET

Display void list for a specific date
WV*DT(date)
   WV*DT12JUN

Display ETR voids only for a specific date
WV*ET/DT(date)
   WV*ET/DT12JUN

Display void list for a range of dates
WV*DT(date)-(date)
   WV*DT12JUN-15JUN

Display void list for a specific airline
WV*VC(airline code)
   WV*VC086

Display void list for the previous month for a specific airline
WV*1/VC(airline code)
   WV*1/VC001

Display a specific voided ticket
WV*TK(ticket number without airline code)
   WV*TK9617123456

Display a range of voided ticket numbers
WV*TK(ticket number without airline code)-(ticket number without airline code)
   WV*TK9617123456-9617124000

Display void list for a branch pseudo city code
WV*/(branch pseudo city code)
   WV*/B4T0

Note: You can use any of the formats listed above for a branch pseudo city code. Place a slash and the pseudo city code after the format you select.
AUDIT TRAIL REPORT

Displays a record of all Sabre® system-generated tickets issued each day. It lists the type of coupon, the ticket amount, commission amount, and the number of auditor’s coupons issued. See the Format Finder help system for detailed information.

Display report for the current day DQB*
Display the report for a specified day DQB*(day of month)(month)
   Note: Up to the previous 31 business days from the current date.
Display the report for date in previous year DQB*(date)(two-digit year)
   Note: Up to the previous 31 business days from the current date.
Display current report for an authorized branch DQB*/(branch pseudo city code)
Display the report for yesterday for an authorized branch DQB*(day of month)(month)/(branch pseudo city code)
Delete the Audit Trail Report
   Note: Requires EPR keyword ATBRPT and duty code 9.
   1. DQB*DELETE
   2. DQB*YES

ELECTRONIC TICKET RECORD (ETR)

An electronic ticket creates an ETR which is stored in the validating carrier’s database. The ETR replaces the flight coupons the passenger usually receives. The Sabre system displays the ETR information from the carrier's database.

Note: The display of the ETR is restricted to the agency that issued the ticket and any authorized branch locations.

Display ETR by item number from *T field WETR*(item number)
   WETR*2
Display the ETR using the ticket number WETR*T(13 digit ticket number)
   WETR*T1234567890123
Display ETR by item number from *T field (or ticket number) and show enhanced display WETR*(item number)/E
   WETR*2/E
   WETR*T(13 digit ticket number)/E
   WETR*T1234567890123/E

Note: Enhanced Electronic Ticket Display includes all information from the basic display plus the following:
   • NVA & NVB dates
   • Baggage Allowance
   • FCI (pricing) code
   • Servicing Airline or System Provider Code
   • Cosmetic/Aesthetic changes

Issue paper ticket from item number in *T field of the PNR WETRP(item number)
   WETRP2
Issue paper ticket from the ETR display WETRP
Note: The print paper ticket formats are valid for agents reporting to ARC only.
Redisplay the ETR WETR*
Display electronic ticket record history WETR*H
**Ticket Image Database**

The Sabre system captures all paper and electronic ticket transactions and stores them for up to 13 months from date of original issue. The database does not include Miscellaneous Ticket Documents or Amtrak tickets.

The system’s ticket image database does not interact with the carrier’s electronic ticket database. The electronic coupon status that displays in the Sabre system’s database does not change when the carrier updates the electronic coupon status in their database.

The Sabre system database updates only when you complete an exchange or refund transaction in the Sabre system.

- **Display database ticket image by item number from *T field**
  
  WTDB*(item number)

  **WTDB**3

- **Display database ticket image by item number from *T field and include OB ticketing fees**
  
  WTDB*(item number)/OB

  **WTDB**3/OB

- **Display database ticket image by ticket number**
  
  WTDB*T(13-digit ticket number)

  **WTDB**T0067264123123

- **Display database ticket image by ticket number and include OB ticketing fees**
  
  WTDB*T(13-digit ticket number)/OB

  **WTDB**T0067264123123/OB

**Note:** The display of the ticket image is restricted to the agency which issued the ticket and any authorized branch locations.
Electronic Ticketing Errors

Quick Reference

Overview

When an electronic ticketing transaction fails, you receive an error response. Most electronic ticketing errors consist of 2 parts:

First line - the error and fail code (error number)
Second line - a phrase explaining the problem or what you should do to correct the problem

UNABLE TO PROCESS ETR-CORRECT/RETRY OR ISSUE PAPER TICKET-129
PNR LOCATOR DOES NOT MATCH LOCATOR IN ETR AIRLINE SYSTEM

This reference contains the list of the 15 most common ETR fail codes along with their definitions, applicable error responses, causes, and applicable solutions. Use these fail codes as a guide to troubleshoot ETR errors.

What Should I Do First?

You can save yourself time and errors by verifying the airline’s electronic ticketing restrictions before issuing an electronic ticket. You will find the attributes and restrictions for each airline in their Electronic Ticketing Carrier Profile.

1. Display carrier electronic ticketing profile

WETP*Co

WETP*(two- or three character carrier code)

Note: Response shortened for display purposes.

WETP*CO

ELECTRONIC TICKETING ASSOCIATE PROFILE
AIRLINE -     Co - CONTINENTAL AIRLINES
PARTICIPATION LEVEL - INTERACTIVE
STATUS -     ACTIVE
MAX COUPONS PER ETR - 16
NAME CHANGE ALLOWED - NO
NAME SELECT RESTRICTIONS - NONE
AUTOMATIC ELECTKTNG - BY COUNTRY
OPEN SEGMENTS ALLOWED - YES
BULK FARE TICKETING - YES
CHECK /N ETR INDICATOR - YES
CHECK /E ETR INDICATOR - NO
NET TICKETING - YES BSP ONLY
EXCHANGE PAPER FOR ETR - YES
ETR REVALIDATION ALLOWED - NO
PTN/EXCH AUTHORIZATION - YES ARC ONLY
INFANT ET ALLOWED W/ADULT - YES
SSR FOD REQUIRED - NO
FLT CPN PRINT ALLOWED - NO - ARC ONLY
EXTENDED ET SEARCH - YES
OA AVG SENT IF IN PNR - NO
RESTRICT PASSIVE SEGMENTS - NO - FOR SABRE/ABACUS ONLY
RESTRICT INTERLINE PASSIVES - NO - FOR INFINI ONLY
CANCEL REFUND/VOID EXCH - YES - FOR SABRE/ABACUS ONLY
HOSTING SYSTEM - 1C
RESTRICT TYPE FOR OPEN SEG - NO
ALLOW ETKT ON FULLY OPEN SEG - NO
PERMITTED ET INTERLINE CARRIERS
* DENOTES BETA
‡ DENOTES CO IS NOT REQUIRED IN HOSTED INTERLINE ITINERARY
F DENOTES CO IS NOT REQUIRED IN PSEUDO INTERLINE ITINERARY
S DENOTES CO IS NOT REQUIRED IN SUPER PSEUDO INTERLINE ITINERARY
Y DENOTES SSR TKNE MESSAGE SENT
N DENOTES SSR TKNE MESSAGE NOT SENT
R DENOTES INTERLINE REVALIDATION SUPPORTED

POINT OF SALE COUNTRY * DENOTES BETA
AE AG AN AR AS AT AU AM BB BE BH BM BR BS BX CA CR CL CO CR CY CZ DE DK DM DO EC EG ES FI FJ FK FR GB GD GF GI GF GP GR GT GU GY HK HN HT HU ID IE IL IN IT JM JO JP JI JU KH KN PR PW KY LC LU MC MO MQ MS MX MY MJ NL NO NP NZ
2. Always contact the airline directly to verify the following and make corrections as needed. Often, errors are caused by mismatched data between the Sabre system and the airline’s system.

- Are there duplicate PNRs?
  - Have the airline cancel any duplicates.

- Passenger name field
  - Verify name order, spelling, titles, initials, spacing (for example, remove spacing between multiple surnames, 1.1LAVALCHAN/LOUISE should be 1.1LAVALCHAN/LOUISE), etc.
  - If name field is only one character, or more than 29 characters per person, modify the name field. See the Format Finder help system- Modify Name Field in PNR.

Note: If the carrier participates in name change restrictions, the carrier must make the name change so you do not lose the space.

- Infant name fields or 3INFT SSR fields
  - Does the carrier require a 3INFT SSR field? If so, add the field, see Format Finder – Infant in a PNR.

- Name in frequent flyer field- does the name match in both systems?

- Itinerary segments
  - Does class of service on each segment differs between the Sabre system and the airline system?
  - Open segments - Check for open segments having city codes instead of airport codes. For example, an open segment from Rome should have the airport code FCO and not the city code ROM.
  - Verify if all flights are operating and none have been cancelled. You should remove any flights the airline cancelled from the Sabre system PNR and rebook alternates.

- Ticket coupon status – does the airline ETR show coupon status as something other than OPEN?

- Different airline record locators in the Sabre system PNR and the airline PNR

- Verify codeshare or interline restrictions
  - Example: Eva Airways - BR only accepts infant electronic tickets for BR segments. You cannot issue infant electronic tickets for BR interline itineraries.
  - Example: You cannot issue electronic tickets when validating on LR and the flights are on TACA - TA and operated by TACA Peru Airlines.
  - Example: Most common to LH/UA Interline ticketing to cities in Denmark, Finland, Sweden, Iceland or Norway. The destinations are not e-ticket eligible because: the flights are ground handled by Scandinavian Airlines (SK); SK has no interline agreements with LH/UA at this time; SK does not see the e-ticket at check-in.

3. Verify the following in your Sabre system PNR and make corrections or delete as needed.

- You are using the correct validating carrier for the itinerary still active in the PNR.

- Extraneous or odd information in the phone field.
  - Remove any information after the phone field type (-A, -B, etc).

- Frequent flyer field name and extraneous information.
  - Passenger name in frequent flyer and name field do not match.
  - Multiple frequent flyer fields, especially those not belonging to the airlines in the itinerary.
  - Remove any unneeded frequent flyer numbers.

- If a field such as an endorsement, frequent flyer, tour code is too long or an exchange entry is too long, you may receive one of the errors listed below.
  - Endorsements - Override the endorsement field using the EO/ formats. This invalidates the Sabre system Fare Guarantee policy.
  - Frequent Flyer - Remove the frequent flyer (FF) number(s) from the PNR, issue the ticket, and then replace the FF number(s).
  - Tour Code - Correct the tour code to 14 characters or less.
  - Exchange Entry - If the exchange format has 3.5 or 3.75 command pricing data, price the PNR with a phase IV ticket record to decrease the length of the entry.

Once you have verified the information above, review the information on the following pages for any additional troubleshooting details.
<table>
<thead>
<tr>
<th>ETR Fail code - Error Response</th>
<th>Definition/Cause/Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>999 AIRLINE SYSTEM UNABLE TO PROCESS TRANSACTION AT THIS TIME</td>
<td>This response occurs due to a communication problem between the carrier and the Sabre system. <strong>Solution</strong> - Wait a few moments for the problem to clear and then try your ticketing entry again</td>
</tr>
</tbody>
</table>
| 394 SEGMENT NOT VALID FOR ELECTRONIC TRANSACTION | Duplicate PNRs, mismatched names and segments not meeting the carrier’s requirements for electronic transaction. **Solution** - Contact the carrier to verify the information matches the carrier system.  
- Have airline cancel any duplicate PNRs  
- Verify itinerary segments match exactly (class of service, origination and destination, flight number, etc.)  
**Note**: You should either have the airline take action so that the data matches or verify with the carrier regarding paper ticketing and any corresponding fees for issuing paper tickets.  
Validating carrier agreements not reciprocal with carriers contained in the itinerary.  
**Solution** - Verify restrictions for interline combinations, point of sale country, etc.  
Extraneous information in PNR fields, such as multiple frequent flyer numbers or excessive phone fields.  
**Solution** - Remove extraneous information. |
| 153 NAME DOES NOT MATCH NAME IN AIRLINE SYSTEM | The passenger’s name differs between the reservation in the Sabre system and the carrier’s system. **Solution** - Verify with the airline that all names in the PNR match the carrier’s system exactly or when completing an exchange, ensure the name on the exchange ticket matches the passenger name.  
- Change any names that are incorrect or verify you have selected the correct name in your exchange ticketing entry for the ticket number being used.  
The carrier requires a 3INF SSR for an infant electronic ticket and the SSR is not present in the PNR.  
**Solution** - Add the SSR item to the PNR and try ticketing entry again.  
- Check PNR history and verify if you cancelled and rebooked the flights. The SSR can still display in the Sabre system PNR, however, some carrier systems delete the SSR with a cancellation of a flight segment. Remove the SSR, input a new SSR and attempt to issue the ticket again.  
Infant name in the second name field - can occur for some carriers when an infant name is the second name in the name field.  
**Solution** - Remove the infant this record and build a second record for the infant.  
Pakistan Intl Airways (PK) - The infant name field has a title such as MSTR, MASTER, MS or MISS. The PK system only processes name fields with titles for adults and children.  
**Solution** - Remove the title from infant name field.  
When dividing a Sabre system PNR, each PNR retained the original airline locator in the Sabre system causing a name mismatch.  
**Solution** - Rebook the flights if necessary and if the flights are still available. If no longer available to sell, check if the carrier can confirm a new locator, XK the old segment and GK the new segment to match the airline system locator. |
<table>
<thead>
<tr>
<th>ETR Fail code - Error Response</th>
<th>Definition/Cause/Solution</th>
</tr>
</thead>
</table>
| 368 AGENCY NOT ALLOWED TO ISSUE ELECTRONIC TRANSACTIONS | Also displays as:  
UNABLE TO PROCESS ETR-CORRECT/RETRY OR ISSUE PAPER TICKET – 368  
- AGENCY NOT ALLOWED TO ISSUE ELECTRONIC TRANSACTIONS  
368 - UNABLE TO PROCESS ETR-CORRECT/RETRY OR ISSUE PAPER TICKET  
In rare instances, carriers will not allow some agencies to issue electronic documents or the carrier may not have the agency IATA loaded in their internal airline system.  
**Solution** - Verify in your agency’s Travel Journal Record (TJR) that the carrier has not restricted ticketing:  
- W/TA*(PCC)  
- **MD/CARRIER**  
  - **Note**: For ARC locations and Bermuda, a carrier code in this field restricts ticket validation on that carrier. For all other locations, the carriers in this field allow you to validate tickets on this carrier.  
**Solution** - Verify with the carrier that no restriction is in place for your agency and that your IATA number is on file with that airline.  
Some airlines do not allow electronic tickets on group PNRs.  
**Solution** - Contact the carrier for other ticketing alternatives.  
Some airlines only allow paper to electronic ticket exchanges in North America.  
**Solution** - Contact the carrier for other ticketing alternatives.  
This response can be returned when there are codeshare or interline flights in the itinerary. Some carriers restrict electronic ticketing on such flights.  
**Solution** - If there are codeshare or interline flights in the itinerary, verify the ticketing requirements in either the carrier's DRS or display the carrier's ETR profile. |
| 118 – AIRLINE SYSTEM UNABLE TO PROCESS TRANSACTION AT THIS TIME | Flight is close to departure time or under airport control.  
**Solution** - The carrier operating the flight shows the client has checked in; however, the Sabre system ETR still shows a status of OPEN.  
- Contact the ETR help desk of the carrier that is operating the flight and confirm the status with that carrier. Once the ticket is under airport control, only the airline can make changes.  
- Duplicate electronic ticket records  
An electronic document request may fail with this error if you have entered any invalid data in the form of payment field of the ticketing entry or PNR.  
**Solution** - Verify the form of payment information in the PNR and the ticketing entry. Correct any typo's or format errors. See *Format Finder* Form of Payment (FOP) - Add - Display - Delete - Modify  
An electronic document already exists for the passenger in the carrier's system. The passenger can have a duplicate booking or purchased the ticket/EMD directly from the airline.  
**Solution** - Contact the airline to verify if an electronic ticket already exists for the passenger. |
<table>
<thead>
<tr>
<th>ETR Fail code - Error Response</th>
<th>Definition/Cause/Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>129 - PNR LOCATOR DOES NOT MATCH LOCATOR IN AIRLINE SYSTEM</td>
<td>Airline agent made change to record. Airline action secures the PNR back to that carrier</td>
</tr>
<tr>
<td><strong>Solution</strong></td>
<td>Contact the airline directly to have the record secured back to your agency.</td>
</tr>
<tr>
<td></td>
<td>- Number of passengers in PNR is over number permitted by airline</td>
</tr>
<tr>
<td></td>
<td>- Validating carrier is incorrect or no longer has flights in the itinerary</td>
</tr>
<tr>
<td></td>
<td>- Passive segments</td>
</tr>
<tr>
<td></td>
<td>- Itinerary mismatch – different class of service, cancelled flight, different coupon status</td>
</tr>
<tr>
<td></td>
<td>The carrier restricts the number of passengers permitted in a PNR for electronic document purposes.</td>
</tr>
<tr>
<td></td>
<td>Solution - Verify with the carrier and then rebuild the PNR with the correct number of passengers per their restrictions. Any additional passengers must be booked in another record.</td>
</tr>
<tr>
<td></td>
<td>Occurs when your ticketing entry includes an incorrect validating carrier or you are attempting to exchange or refund an electronic ticket validated on an airline that no longer participates in the new itinerary.</td>
</tr>
<tr>
<td></td>
<td><strong>Solution</strong> - Verify that the validating carrier in the entry is the actual carrier in the itinerary.</td>
</tr>
<tr>
<td></td>
<td>- Request the airline to process the refund or exchange.</td>
</tr>
<tr>
<td></td>
<td>May occur when you long sold the segments as HK. Some carriers allow only GK or BK status in the long sell entry.</td>
</tr>
<tr>
<td></td>
<td><strong>Solution</strong> - Verify the carrier's passive booking policy before taking further action.</td>
</tr>
<tr>
<td></td>
<td>- The carrier must accept passive booking segments in order for you to continue to the next step.</td>
</tr>
<tr>
<td></td>
<td>- <strong>XK</strong> the invalid passive segment and <strong>GK</strong> the segments into the itinerary with the correct class of service.</td>
</tr>
<tr>
<td></td>
<td>May occur when you booked a passive segment on a carrier and input the airline locator incorrectly.</td>
</tr>
<tr>
<td></td>
<td><strong>Solution</strong> - Verify the carrier's passive booking policy before taking further action.</td>
</tr>
<tr>
<td></td>
<td>- The carrier must accept passive booking segments in order for you to continue to the next step.</td>
</tr>
<tr>
<td></td>
<td>- <strong>XK</strong> the invalid passive segment and passively book the segment again using the correct airline locator.</td>
</tr>
<tr>
<td></td>
<td>PNR locator and/or class of service does not match between your PNR and the airline's PNR. This usually happens when the passenger does an upgrade directly with the carrier.</td>
</tr>
<tr>
<td></td>
<td><strong>Solution</strong> - Confirm the classes of service with the carrier.</td>
</tr>
<tr>
<td></td>
<td>The flight coupons in the exchange ETR have a USED status</td>
</tr>
<tr>
<td></td>
<td><strong>Solution</strong> - Contact the airline to have the status of the coupons changed to OPEN if they were changed to USED in error.</td>
</tr>
<tr>
<td></td>
<td>The airline has cancelled due to weather (or some other reason).</td>
</tr>
<tr>
<td></td>
<td><strong>Solution</strong> - Issue a paper ticket or rebook on another flight.</td>
</tr>
<tr>
<td>ETR Fail code - Error Response</td>
<td>Definition/Cause/Solution</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>--------------------------</td>
</tr>
</tbody>
</table>
| 396 INVLD COUPON STATUS FOR ACTION REQUESTED | Also displays as:  
UNABLE TO PROCESS ETR - 396 - INVLD ETR CPN STATUS FOR ACTION REQUESTED-DISPLAY ETR TO VERIFY  
ETR TICKET OR COUPON STATUS NOT VALID REVALIDATION FAILED – 396  
Airline does not permit partial exchanges or refunds  
**Solution** - View the carrier’s electronic ticketing profile to verify that they allow partial exchanges or refunds.  
- Verify procedures with the airline and if these types of transactions are not allowed, ask the airline to process the partial exchange or refund.  
The airline system ETR record or the Sabre ETR record shows at least one segment with a status other than OPEN or OK; for example: the ETR status is **UNKN** (unknown), **CTRL** (under airport control), **CKIN** (already checked-in), **** (shows four display symbols), etc.  
**Solution** - Contact the airline to verify the status.  
- If the status cannot be changed in that system, request that the airline process the ticket. |
| 143 PASSENGER TYPE NOT VALID IN AIRLINE SYSTEM | Airline does not offer interline electronic documents for infants. Or, the validating airline cannot recognize the passenger type in either the ticketing entry or in the stored fare.  
- For example: The travel agent has booked a BA/QF codeshare flight. Although BA allows infant ETR ticketing, QF does not. The ETR request will fail since the passenger type infant is not valid for the codeshare operating carrier (QF).  
**Solution** - Verify the passenger type with the carrier.  
- If there is no valid passenger type, create a phase IV record. See Format Finder - Create Phase IV.  
- **Note:** Sabre Travel Network does not guarantee fares ticketed with a phase IV. |
| 467 ONE OR MORE SEGMENTS NOT FOUND IN AIRLINE PNR | Itinerary does not match airline’s PNR.  
**Solution** - Verify itinerary with the airline and verify the carrier’s passive booking policy before taking further action.  
- The carrier must accept passive booking segments in order for you to continue to the next step.  
- **XK** any incorrect segments and **GK** the segments into the itinerary with the correct class of service.  
- Also check the phase IV. If it is showing "ITIN CHANGE", delete that phase IV record and create a new phase IV for the PNR.  
PQ Record includes NCB  
**Solution** - Store a new PQ record that does not include a WPNCB format. |
<table>
<thead>
<tr>
<th>ETR Fail code - Error Response</th>
<th>Definition/Cause/Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>114 - FLIGHT NUMBER DOES NOT MATCH ITINERARY IN AIRLINE SYSTEM</td>
<td>Cathay Pacific (CX) interline/codeshare ticketing</td>
</tr>
<tr>
<td><strong>Solution</strong></td>
<td>Verify that the airlines involved have an interline agreement.</td>
</tr>
<tr>
<td></td>
<td>• Or, verify that you can validate the ticket on the operating carrier or that you can issue a separate ticket.</td>
</tr>
<tr>
<td></td>
<td>One or more of the itinerary segments has a different flight number in the carrier’s system and if there is a mismatch in the class of service booked in the Sabre system vs. the carrier system.</td>
</tr>
<tr>
<td><strong>Solution</strong></td>
<td>Contact the carrier to verify the correct flight number of each segment of the itinerary and verify the carrier’s passive booking policy before taking further action.</td>
</tr>
<tr>
<td></td>
<td>• The carrier must accept passive booking segments in order for you to continue to the next step.</td>
</tr>
<tr>
<td></td>
<td>• <strong>XK</strong> any incorrect segments and <strong>GK</strong> the segments into the itinerary with the correct class of service.</td>
</tr>
<tr>
<td><strong>PQ Record includes NCB</strong></td>
<td><strong>Solution</strong> Store a new PQ record that does not include a price shopping format.</td>
</tr>
<tr>
<td>744 - MISSING OR INVALID AIRPORT CHECK-IN IDENTIFICATION - FOID</td>
<td>The carrier requires a form of identification (FOID) in the PNR prior to electronic ticketing.</td>
</tr>
<tr>
<td><strong>Solution</strong></td>
<td>Verify the carrier's policy regarding FOID, add an appropriate FOID and issue the ticket.</td>
</tr>
<tr>
<td></td>
<td>FOID is not required, but you add it to the PNR anyway.</td>
</tr>
<tr>
<td><strong>Solution</strong></td>
<td>Verify the carrier's policy regarding FOID, remove any existing FOID fields.</td>
</tr>
<tr>
<td></td>
<td>FOID is not required, but alternate ID or phone is required.</td>
</tr>
<tr>
<td><strong>Solution</strong></td>
<td>Verify the carrier's policy regarding FOID, add alternate ID or phone field:</td>
</tr>
<tr>
<td></td>
<td>• Add the passenger's frequent flyer number. See Format Finder - <a href="https://www.ubiserv.com/resources/format-finder">Add Frequent Flyer (FF) Number to PNR</a></td>
</tr>
<tr>
<td></td>
<td>• Enter the passenger's credit card number. See Format Finder - <a href="https://www.ubiserv.com/resources/format-finder">Add Credit Card Form of Payment (FOP) to PNR</a></td>
</tr>
<tr>
<td></td>
<td>• Enter the passenger's phone number as the first contact in the PNR phone field (*P9) - with the -H for Home phone or -B for business phone.</td>
</tr>
<tr>
<td><strong>Frequent flyer field contains an invalid number</strong></td>
<td><strong>Solution</strong> Verify the frequent flyer number and correct if necessary or delete the number from the PNR.</td>
</tr>
<tr>
<td></td>
<td><strong>Verify number with carrier if error still occurs</strong></td>
</tr>
<tr>
<td><strong>Open Segments Without Dates</strong></td>
<td><strong>Solution</strong> Cancel the open segments and add them to the itinerary with dates. See Format Finder - <a href="https://www.ubiserv.com/resources/format-finder">Air Segment Sell - Overview and Formats - Sell Open Segment</a></td>
</tr>
<tr>
<td><strong>Group PNRs on Air France (AF) - Special FOID is Required</strong></td>
<td><strong>Group PNRs on Air France (AF) - Special FOID is Required</strong></td>
</tr>
<tr>
<td><strong>Agency in France is Using AF to Validate NW and/or KL - FOID is required</strong></td>
<td><strong>Solution</strong> – Add special FOID for Air France. See Format Finder - <a href="https://www.ubiserv.com/resources/format-finder">Air France - Special Electronic Ticketing Procedures</a></td>
</tr>
<tr>
<td>ETR Fail code - Error Response</td>
<td>Definition/Cause/Solution</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>---------------------------</td>
</tr>
</tbody>
</table>
| **395** CARRIER NOT RESPONDING - RETRY LATER | Cathay Pacific (CX) - Existing ETR Is Refunded Or Voided  
- There is an existing ETR in the Cathay Pacific (CX) system and an agent refunded or voided the electronic ticket. CX has a process that unlinks the ticket from the PNR. While the ETR already shows VOID or RFND, it may take some time for CX to disconnect the refund or void from the PNR. Error 395 displays if you attempt to issue an electronic ticket before CX disconnects the previous ETR.  
**Solution** – Verify with CX that the existing ETR status is updated to refund or void. Wait an hour and try to issue the new ticket again. |
| **Duplicate Names in Name Field** | **Solution** – Change one of the duplicate names in the PNR. For example, add JR for junior at the end of the first name and try your ticketing entry again. |
| **Invalid PQ Number Or PQ Stored For Incorrect Passenger Numbers** | **Solution** – Create a PQ/PQR record for the name number(s) you are ticketing and then select that PQ/PQR record for the passenger(s) you are ticketing. See Format Finder – Create PQ |
| **US Airways Permits Only One ETR per PNR** | - If a portion of a US Airways ETR has been used and the other portion printed, you receive this error response when you attempt to issue another ETR in the same PNR. At this time US Airways permits only one ETR per person per PNR and considers the unused portion of the original ETR as one complete ETR.  
**Solution** – Issue paper ticket or build a new PNR. |
| **107** AIRLINE CODE DOES NOT MATCH EXACT ITINERARY IN AIRLINE SYSTEM | This error occurs when the system of the validating carrier is unable to process the request from the Sabre system due to these common causes:  
- The validating carrier's system does not have an e-ticket eligible status for one or more of the flights in the itinerary.  
- One or more flights in the itinerary are not stored in the carrier's system. The system is unable to process unknown flight numbers and information.  
- One or more of the city pairs (markets) in the itinerary are recognized as ineligible for e-ticketing.  
- Revalidation not permitted on interline itineraries. The validating carrier or the interline carrier does not support interline revalidation  
**Solution** – Verify that you can issue separate tickets for each portion of the itinerary or contact the carrier for ticketing alternatives.  
- If the ETR requires revalidation, contact the validating carrier for assistance. |
<table>
<thead>
<tr>
<th>ETR Fail code -</th>
<th>Definition/Cause/Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Error Response</td>
<td></td>
</tr>
<tr>
<td>913 ITEM/DATA</td>
<td>Mismatched data between the Sabre system and the airline’s system.</td>
</tr>
<tr>
<td>NOT FOUND IN</td>
<td><strong>Solution</strong> – Follow instructions in the What Should I do First section.</td>
</tr>
<tr>
<td>ETR AIRLINE</td>
<td>Agency Name in TJR Contains Odd Characters</td>
</tr>
<tr>
<td>SYSTEM</td>
<td><strong>Solution</strong> - Send any change requests by accessing the form found at <a href="http://eservices.sabre.com">http://eservices.sabre.com</a>. Click Support, Software Support Desk and then click Email the Software Support Desk.</td>
</tr>
<tr>
<td></td>
<td>• Once the form is completed with the required information, Agency eServices automatically sends a message to the help desk and a response is sent back to the originator via the e-mail address provided on the form.</td>
</tr>
<tr>
<td></td>
<td>The carrier returned an infant SSR with a KK status. The spacing in the name in the KK SSR field does not match the spacing in the infant SSR name the agent entered. Example:</td>
</tr>
<tr>
<td></td>
<td>Travel agent infant SSR input: with spacing:</td>
</tr>
<tr>
<td></td>
<td>SSR INFT TK NN1 DUSIST1530E23SEP/EL KAYED/AHMAD INF/12MTHS -EL KAYED/YOUSSEF MR</td>
</tr>
<tr>
<td></td>
<td>Carrier returns KK confirmation message to SSR without spacing:</td>
</tr>
<tr>
<td></td>
<td>SSR INFT TK KK1 DUSIST1530E23SEP/EL KAYED/AHMADINF/12MTHS-EL KAYED/YOUSSEF MR</td>
</tr>
<tr>
<td></td>
<td><strong>Solution</strong> - Delete the first infant SSRs you input into the PNR and enter them again matching the spacing of the carrier’s KK SSR.</td>
</tr>
<tr>
<td></td>
<td>You are attempting to issue an even exchange, but are using the ticketing format for add-collect exchange with zero amounts.</td>
</tr>
<tr>
<td></td>
<td><strong>Solution</strong> - use the correct form of payment format for even exchange: FEF(Original Form of Payment)</td>
</tr>
<tr>
<td></td>
<td>You are attempting a second or third exchange.</td>
</tr>
<tr>
<td></td>
<td>• The exchange fails because the original exchange was a linear format where the complete original credit card data was not included in the entry. The second exchange fails because the exchange message does not contain the complete credit card data from the initial exchange.</td>
</tr>
<tr>
<td></td>
<td><strong>Solution</strong> - Contact the carrier for other ticketing alternatives.</td>
</tr>
<tr>
<td></td>
<td>Phase IV is Missing the word END in the fare calculation line. This prevents the airline from identifying the tax break down.</td>
</tr>
<tr>
<td></td>
<td><strong>Solution</strong> - Update the phase IV with the word END in the fare calculation line, end transaction and redisplay the PNR and then try to issue the ticket again. See <a href="#">Format Finder - Phase IV Fare Calc</a>.</td>
</tr>
<tr>
<td>144 UNABLE TO</td>
<td>You attempt to price, store, ticket, exchange or refund an electronic ticket that was already issued by an airline or a different agency. Only the validating carrier or original ticketing agency can process the exchange or refund.</td>
</tr>
<tr>
<td>PROCESS ETR-</td>
<td>• The PNR has been divided.</td>
</tr>
<tr>
<td>RESTRICTED</td>
<td>• A name change occurred on the PNR.</td>
</tr>
<tr>
<td></td>
<td>• The airline PNR does not contain the Sabre system PNR locator and the airline must update their record.</td>
</tr>
<tr>
<td></td>
<td>• The airline has restricted the travel agency from issuing tickets or validating on their ticket stock.</td>
</tr>
<tr>
<td></td>
<td><strong>Solution</strong> – Contact the validating carrier to have their record updated and then try to ticket again.</td>
</tr>
<tr>
<td></td>
<td>• If the ticket still fails, contact the validating carrier or to the original ticketing agency to have the ticket issued.</td>
</tr>
</tbody>
</table>
Help and References

The Format Finder\textsuperscript{SM} help system displays Sabre system formats and procedures.

1. Launch the Format Finder home page:
   • from the Sabre\textsuperscript{®} Red\textsuperscript{TM} Workspace – click Format Finder on the application side bar.
   • from the Agency eServices Web site - under the Support tab, click Format Finder and then click Format Finder online.

2. Type these keyword combinations or formats in the Search box (upper left corner of the Home page) and then click GO:
   • Ticketing ARC
   • Ticketing BSP
   • Ticketing BSP Canada/Bermuda

Additional format quick references and interactive tutorials are available on the Web at http://eservices.sabre.com/ under the Training menu.
Electronic Miscellaneous Documents (EMD) allows you to issue electronic non-flight vouchers to purchase Air Extras. You can issue EMDs at any time before travel for refundable value or the collection of miscellaneous charges, which are either related to a specific flight (for example Air Extra items), or standalone (for example, a car rental voucher).

- An associated EMD (EMD-A) is an EMD issued for the collection of miscellaneous charges/fees that are to be lifted with electronic ticket flight coupon(s).
  - Each coupon of the EMD-A is associated to a flight coupon.
  - Multiple EMD-As can be associated to an electronic ticket.
- One AE item cannot be fulfilled with multiple EMDs. However, one EMD can fulfill multiple AE items.
  - Each EMD coupon represents one AE item.
- The value of the EMD coupon is the value stored in the AE field for that item. This is the selling currency and value returned in the pricing response, which may or may not be your agency’s local currency. See the Air Extras – Shopping Formats quick reference for more information.
  - All coupons in a single EMD or conjunctive EMD set must be in the same selling currency. Your agency must be authorized to ticket in the selling currency in order to fulfill the AE item.
- The Sabre system allows you to issue an EMD until midnight the day after the carrier has confirmed the Air Extra item. The Sabre system does not cancel the confirmed Air Extra item unless the carrier sends a cancel message.

Note: The Sabre system continues to support the APAY SSR entry for payment of pre-reserved seats for those carriers offering this service. See the Air Extras – Seats quick references for formats specific to each carrier and more information.

Check the carrier’s Electronic Ticket Profile (WET*carrier code) to verify that the validating carrier supports EMD functionality.

<table>
<thead>
<tr>
<th>ELECTRONIC MISCELLANEOUS DOCUMENT</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1S – Sabre</td>
<td></td>
</tr>
</tbody>
</table>

In the Permitted ET Interline Carriers section, E is appended to a carrier code when the carrier permits interline EMD.

<table>
<thead>
<tr>
<th>PERMITTED ET INTERLINE CARRIERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>* DENOTES BETA</td>
</tr>
<tr>
<td>Y DENOTES NZ IS NOT REQUIRED IN HOSTED INTERLINE ITINERARY</td>
</tr>
<tr>
<td>P DENOTES NZ IS NOT REQUIRED IN PSEUDO INTERLINE ITIN</td>
</tr>
<tr>
<td>S DENOTES NZ IS NOT REQUIRED IN SUPER PSEUDO INTERLINE ITIN</td>
</tr>
<tr>
<td>Y DENOTES SSR TNSE MESSAGE SENT</td>
</tr>
<tr>
<td>N DENOTES SSR TNSE MESSAGE NOT SENT</td>
</tr>
<tr>
<td>R DENOTES INTERLINE REVALIDATION SUPPORTED</td>
</tr>
<tr>
<td>E DENOTES INTERLINE EMD SUPPORTED</td>
</tr>
</tbody>
</table>


The EMD indicator also displays in the in the BSP validating carrier table, Miscellaneous Ticket Documents Allowed section to control whether EMD documents can be issued in a particular BSP.

<table>
<thead>
<tr>
<th>MISCELLANEOUS TICKET DOCUMENTS ALLOWED</th>
</tr>
</thead>
<tbody>
<tr>
<td>MCO   SVC   EMD</td>
</tr>
</tbody>
</table>
You can purchase ancillary services that require fulfillment via an EMD-A only after you issue the electronic ticket. You must be designated to your hard copy printer to print plain paper documents when applicable.

Issue electronic ticket

**Note:** When a minimum of one AE item is in a status of HD (confirmed, pending payment) the system generates an alert to remind you to fulfill the AE items. **The system does not display this alert when you ticket from an FP line.** A second end transaction overrides this warning message – it is informational only.

**Issue EMD**

**Note:** The status of the AE item must be HD (confirmed, pending payment). Maximum 9 EMDs (16 coupons maximum per EMD).

You may also enter the EMD issuance format into an FP line. You may add the following qualifiers to the issue EMD entry:

**Form of Payment**
- Form of payment must be present in the EMD entry or in the PNR 5-field
- Two forms of payment are not allowed for EMD issuance
- When using credit card form of payment, the system obtains an authorization code for the total of all EMDs you are issuing in that transaction.

**Validating carrier**
- All EMDs issued in one transaction must be validated on the same validating carrier
- If you do not add a validating carrier, the default carrier is the owning carrier – the carrier who filed the fee

**Commission (KP, K)**
- Commission percent is allowed for all agencies
- Commission amount is allowed for ARC and BSP Canada agencies
- Commission amount is allowed for BSP agencies if the Commission Default table shows the COMMISSION AMOUNTS ALLOWED indicator
- AE items that are commissionable cannot be on the same EMD as AE items that are not commissionable

**Print Invoice/Itinerary Documents (DP)**
- The ¥MI qualifier is not permitted

---

**W¥(ticketing qualifier)¥(ticketing qualifier)¥(ticketing qualifier)**
**W¥AAA¥KP3¥F¥AX371234567890120/1216**
*CREDIT VERIFICATION IN PROGRESS*
OK  1949.91 811500
ETR MESSAGE PROCESSED
OK 6.6

**AE ITEMS EXIST – USE ¥EMD ENTRY TO FULFILL**

**W¥EMD*AE(Air Extra item number(s) to fulfill)**
**W¥EMD*AE1**
**W¥EMD*AE1-5**
**W¥EMD*AE1/3/5**

**W¥EMD*AE1-6¥**
OK  130.00

**AIR EXTRAS FULLFILLED**

**W¥EMD*AE(Air Extra item number(s) to fulfill)¥F(form or payment)**
**W¥EMD*AE1¥F¥AX371234567890120/1216**
**W¥EMD*AE1-5¥FCASH**
**W¥EMD*AE1/3/5¥FCHEQUE**

**W¥EMD*AE(Air Extra item number(s) to fulfill)¥A(validating carrier)**
**W¥EMD*AE1-5¥ANZ**

**W¥EMD*AE(Air Extra item number(s) to fulfill)¥KP(commission percent)**
**W¥EMD*AE1¥KP7**
**W¥EMD*AE(Air Extra item number(s) to fulfill)¥K(commission amount)**
**W¥EMD*AE1/3/5¥K5.00**

**print invoice/itinerary (I/I)**  **W¥EMD*AE1¥DP**
**print itinerary only**  **W¥EMD*AE1-5¥DPI**
**print invoice only**  **W¥EMD*AE1-5¥DPO**
**print I/I Passenger Itinerary Receipt (PIR)**  **W¥EMD*AE1¥DPE**
**print both I/I and I/I PIR**  **W¥EMD*AE1-5¥DPB**
Print Suppressed Coupon (O/x)

- If your Travel Journal Record (TJR) is set to suppress the printing of one or more coupons, you can print/generate the coupon at time of EMD issuance by using the coupon override qualifier.

**WEMD**<sup>AE</sup>(Air Extra item number(s) to fulfill)¥O/(coupon type)

**WEMD**<sup>AE1</sup>/3¥O/T

**Coupon type**
A = Audit  
T = Agent  
C = Credit Card Charge Form (CCCF)  
P = Passenger Receipt

**PNR UPDATES**

When you issue the ticket and EMD, the system updates the following PNR fields.

**T field**

- Includes the electronic ticket number(s) (TE), an ME item and the EMD number(s) for each EMD the system issues.

**Accounting lines**

- Displays an accounting line for the ticket and another for the EMD.
- There must be an itinerary segment in the PNR in order to invoice an EMD accounting line.
- You may also input a manual EMD accounting line, see AC*HELP, AC*EMD or ACR*EMD for the formats and explanations.

**AE field**

- Displays the EMD number, coupon number and changes the status from confirmed, pending payment (HD) to fulfilled (HI).

**PNR History**

- The system logs the EMD issuance entry to PNR history.

---

**PARTIAL DISPLAY**

- Ticketing Basics Student Guide Page 38
EMD AUDIT TRAIL

The system logs EMD transactions to the EMD audit trail.

Display the current date’s report

**Note:** If more than 500 records are present, the
DQB*EMD response displays the first 500 records with no
Total line. Use the follow-up entries below to display the
remaining items

Display next 500  DQB*EMD/MD
(can be repeated as necessary)

Display previous 500  DQB*EMD/MU

Move to the first 500  DQB*EMD/MT

Move to the last batch  DQB*EMD/MB

Use existing MD, MU, MB, and MT entries to navigate
within the existing batch you have displayed.

The Total Line displays only on the last page.

---

<table>
<thead>
<tr>
<th>DQB*EMD</th>
<th>DQB*EMD</th>
<th>EMD REPORT</th>
<th>TRAVELTOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABC1 07MAY11</td>
<td>EMD NUMBER</td>
<td>COMMISSION</td>
<td>AGENT</td>
</tr>
<tr>
<td>SINE TIME</td>
<td>CURR</td>
<td>AMOUNT</td>
<td></td>
</tr>
</tbody>
</table>

| PNR-IGVJKH MATHESON/CHASE MASTER | EMDO006000 | 0 | AKP | 0807 | CA | NZD | 50.00 |
| PNR-IGVJKH MATHESON/CHASE MASTER | EMDO006002 | 0 | AKP | 0807 | CA | NZD | 20.00 |
| PNR-IGVJKH MATHESON/CHASE MASTER | EMDO006003 | 0 | AKP | 0807 | CA | NZD | 20.00 |

<table>
<thead>
<tr>
<th>DQB*EMD</th>
<th>DQB*EMD</th>
<th>EMD REPORT</th>
<th>TRAVELTOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABC1 07MAY11</td>
<td>EMD NUMBER</td>
<td>COMMISSION</td>
<td>AGENT</td>
</tr>
<tr>
<td>SINE TIME</td>
<td>CURR</td>
<td>AMOUNT</td>
<td></td>
</tr>
</tbody>
</table>

| PNR-IGVJKH MATHESON/PETER MR | EMDO006001 | 0 | AK2 | 0700 | CA | NZD | 25.00 |
| PNR-IGVJKH MATHESON/PETER MR | EMDO006002 | 0 | AK2 | 0700 | CA | NZD | 25.00 |
| PNR-EZLUIU WEST/SAMANILLA | EMDO006003 | 0 | HK2 | 0649 | CC | NZD | 0.00 |

<table>
<thead>
<tr>
<th>TOTAL DAILY SALES</th>
<th>CASH/CHECK AMT</th>
<th>CREDIT AMT</th>
</tr>
</thead>
<tbody>
<tr>
<td>NZD 610.00</td>
<td>205.00</td>
<td>405.00</td>
</tr>
</tbody>
</table>

Display the current date’s report and specify the airline
(maximum of 1 airline code)

**DQB*EMD/A(2-character airline code)**

**DQB*EMD/ANZ**

Display the report and specify a date or date range
(maximum of 31 days from today)

**DQB*EMD/D(date month)**

**DQB*EMD/DO2MAR**

**DQB*EMD/D(date month)-(date month)**

**DQB*EMD/DO2MAR-10MAR**

**DQB*EMD¥TAT**

You may combine the A and D qualifiers in any order, separated by a /; the ¥TAT qualifier must be the last qualifier in the entry:

Specify airline and date

**DQB*EMD/ANZ/D02MAR**

Specify date range, airline and direct ticketing EMD transactions only

**DQB*EMD/DO2MAR-10MAR/ANZ¥TAT**
When you issue an EMD, the system stores the EMD image in the Sabre system ticket database.

**Display EMD from the Sabre system ticket database:**

- **By *T* item number**
  - WTDB*(T item number)

- **By EMD number**
  - WTDB*T(EMD number)
  - WTDB*T1234567890

**Notes:**

- Equivalent currency code and amount displays
- When you issue the EMD-A, the display contains the associated electronic ticket number.

**Display the historical display:**

- **By *T* item number**
  - WTDB*(T item number)/H

**The system updates the TICKETING HISTORY section with the EMD issuance entry, and the ID CODE section with EMD ISSUE.**

When you issue an EMD-A, the system updates the associated electronic ticket image display with the EMD document number(s).

---

**SABRE SYSTEM TICKET DATABASE**

When you issue an EMD, the system stores the EMD image in the Sabre system ticket database.

**Display EMD from the Sabre system ticket database:**

- WTDB*4x

**Sabre Electronic Miscellaneous Document Record**

- INV:011132
- CUST:1234567890
- FNR:IGV.JKH
- EMID:0861820006021
- ISSUED:07MAY2011
- PCC:ABC1
- IATA:12345678

**NAME:** Matheson/Peter MR
**FF:** 1234567890123
**NAME REF:** 1234567890123456789
**TOUR ID:** 123456789012
**FOP:** CHECK

**CPN**

<table>
<thead>
<tr>
<th>A/L</th>
<th>BRDOFF</th>
<th>DATE</th>
<th>QTY</th>
<th>AIR EXTRA</th>
<th>STAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>NZ</td>
<td>AKL</td>
<td>LAX</td>
<td>1</td>
<td>BAGGAGE</td>
</tr>
</tbody>
</table>

**BASE AMT:** USD15.00
**EMD TTL:** NZD20.00
**EQUIV AMT:** NZD20.00

**COM:0**

**AKL NZ LAX 20.00 END**

**ENDORSEMENTS/RESTRICTIONS - REFUNDABLE**

**EMD TYPE - ASSOCIATED**

**ASSOCIATED ELECTRONIC TICKET NUM:** 0862845751955

**CPN ASSOCIATION**

**ETKT CPN EMD CPN FEE CARRIER REFUND FOP SIMULT TKTG**

<table>
<thead>
<tr>
<th>1</th>
<th>1</th>
<th>NE</th>
<th></th>
</tr>
</thead>
</table>

**EMD ISSUE**

**INPUT MSG:** W‡EMD*AE1-6

---

**SABRE TICKET RECORD**

**PNR:** IGV.JKH

**INV:** 011132

**NAME:** Matheson/Chase Master

**FOP:** CHECK

<table>
<thead>
<tr>
<th>A/L</th>
<th>FLT</th>
<th>CLS</th>
<th>DATE</th>
<th>BRDOFF</th>
<th>TIME</th>
<th>ST</th>
<th>F/B</th>
<th>STAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>NE</td>
<td>NZ</td>
<td>2</td>
<td>V</td>
<td>20MAY</td>
<td>AKLLAX</td>
<td>2130  OK VAM1Y30</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>NE</td>
<td>NZ</td>
<td>1</td>
<td>V</td>
<td>20MAY</td>
<td>LAXAKL</td>
<td>2130  OK VAM1Y30</td>
</tr>
</tbody>
</table>

**FARE:** NZD1820.00
**TAX:** 20.00VR
**TOTAL:** NZD1955.30

**COMM:** .00

**NONREF/NONSEND/DATE CHANGES/PERMITTED/REROUTE NZD200**

**ASSOCIATED EMD:** 0861820006021

---

**Air Extras – EMD Fulfillment quick reference**
CARRIER'S TICKET DATABASE

You may also display the EMD image in the carrier's ticket database. Unlike the WETR entry to display an ETKT, there is no entry for an EMD "enhanced" display

Display EMD from the ticket database:

By *T item number
WEMD*(*T item number)

By EMD number
WEMD*T(EMD number)

Note: When you issue the EMD-A, the display contains the associated electronic ticket number.

DWLIST

The data that the system sends to the DWLIST when you issue a ticket and EMD depends on how you issued the ticket and whether or not you included one of the DP/DIN formats in your entry.

Note: If you issue a ticket and EMD with an end transaction between the two transactions, the system creates two DWLIST items: one for the ticket transaction and another for the EMD transaction.

Example DWLIST (issue ETKT, no end transact, issue EMD)

<table>
<thead>
<tr>
<th>DWLIST</th>
<th>ITEM</th>
<th>CUSTOMER</th>
<th>DOCUMENT</th>
<th>PNR</th>
<th>DK NBR</th>
<th>DESIGN</th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td>MATHESON/PET 0000000</td>
<td>IGVJKH</td>
<td>2</td>
<td>ETR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>RANSSEN/DAVID 0010123</td>
<td>OYBQDO</td>
<td>H10100</td>
<td>A</td>
<td>EMD</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>RANSSEN/DAVID 0010122</td>
<td>GYBQDO</td>
<td>H10100</td>
<td>A</td>
<td>ETR</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>RANSSEN/LEE 0010120</td>
<td>KGGLPU</td>
<td>H10100</td>
<td>A</td>
<td>EMD</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>RANSSEN/LEE 0010119</td>
<td>KGGLPU</td>
<td>H10100</td>
<td>A</td>
<td>ETR</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>RANSSEN/SARA 0010118</td>
<td>KGKHRI</td>
<td>H10100</td>
<td>A</td>
<td>EMD</td>
<td></td>
</tr>
</tbody>
</table>

(partial display)

- Item 6 - EMD issued with ¥DPB: 1st column - P, last column - EMD
- Item 7 - Electronic ticket issued with ¥DPI
- Item 8 - EMD issued with ¥DPY: 1st column - IT, last column - EMD
- Item 9 - Electronic ticket issued with no DP
- Item 10 - EMD issued with no DP: 1st column blank; last column - EMD
- Item 11 - Electronic ticket issued with no DP, then EMD issued with no DP: 1st column blank (not printed); last column – ETR
### INVOICE / ITINERARY DOCUMENTS

The system prints all confirmed AE items related to the air segments and passengers being printed on the I/I document, regardless if you have fulfilled the AE item or not.

<table>
<thead>
<tr>
<th>DATE: 07 MAY 11</th>
</tr>
</thead>
<tbody>
<tr>
<td>PAGE: 01</td>
</tr>
<tr>
<td>CONSULTANT: KP</td>
</tr>
<tr>
<td>RECORD LOCATOR: IGVJMH</td>
</tr>
</tbody>
</table>

#### ITINERARY/INVOICE NO. PREPARED FOR: MATHESON/PETER MR MATHESON/CHASE MASTER

**20 MAY 11 - FRIDAY**

<table>
<thead>
<tr>
<th>AIR NEW ZEALAND</th>
<th>FLIGHT NO: NZ2</th>
<th>ECONOMY</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEPART: AUCKLAND</td>
<td>AT: 2130</td>
<td>MULTI MEALS</td>
</tr>
<tr>
<td>DEPART: INTERNATIONAL TERMINAL</td>
<td>12HR 15MIN</td>
<td></td>
</tr>
<tr>
<td>ARRIVE: LOS ANGELES</td>
<td>AT: 1445</td>
<td>AIRCRAFT: BOEING 777-300</td>
</tr>
<tr>
<td>ARRIVE: TERMINAL 2</td>
<td>NON-STOP</td>
<td>REF: AY37GH</td>
</tr>
</tbody>
</table>

**AIR EXTRAS**

- Second Checked Bag
  - MATHESON/PETER MR 20.00 PAID
  - MATHESON/CHASE MASTER 20.00 PAID

**28 MAY 11 - SATURDAY**

<table>
<thead>
<tr>
<th>AIR NEW ZEALAND</th>
<th>FLIGHT NO: NZ1</th>
<th>ECONOMY</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEPART: LOS ANGELES</td>
<td>AT: 2130</td>
<td>MULTI MEALS</td>
</tr>
<tr>
<td>DEPART: TERMINAL 2</td>
<td>AT: 0530</td>
<td>AIRCRAFT: BOEING 777-300</td>
</tr>
<tr>
<td>ARRIVAL DATE: 30 MAY 11 - MONDAY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ARRIVE: INTERNATIONAL TERMINAL</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**AIR EXTRAS**

- Second Checked Bag
  - MATHESON/PETER MR 20.00 PAID
  - MATHESON/CHASE MASTER 20.00 PAID

**Notes:**

- The system may translate the header into other languages but the content data will be in English only
- If the value of the Air Extra is zero, the amount field displays as FREE with no PAID or UNPAID indicator
- The Fee Amount shown in the itinerary section is for informational purposes only

### ADDITIONAL HELP AND REFERENCES

Additional quick references and interactive tutorials are available on the Web at [http://eservices.sabre.com/](http://eservices.sabre.com/) under the Training menu. You may also find additional information in the Format FinderSM help system. Use these keyword combinations or formats in your Search request:

- Sell Air Extras